



THE GIFTED CONSULTANTS

PAIA Manual

Promotion of Access to Information Act 2 of 2000 — Section 51 Manual

Effective Date: June 2026 | Version 1.0

PART A: INTRODUCTION

A.1 Purpose of This Manual

This manual is compiled in accordance with Section 51 of the Promotion of Access to Information Act 2 of 2000 ('PAIA'). PAIA gives effect to the constitutional right of access to information held by private bodies where that information is required for the exercise or protection of any right.

Every private body that employs more than 50 persons, or that is prescribed by the Minister, must compile a manual in terms of Section 51 of PAIA. This manual is made available to any person who wishes to exercise their right of access to information held by The Gifted Consultants (Pty) Ltd.

A.2 Availability of This Manual

This manual is available:

- On our website: www.thegiftedconsultants.com/paia-manual
- By email request to: info@thegiftedconsultants.com
- In printed form at our registered office upon reasonable request
- At the offices of the South African Human Rights Commission (SAHRC)

PART B: CONTACT DETAILS OF THE INFORMATION OFFICER

In terms of PAIA, the head of a private body is designated as the Information Officer. The Information Officer is responsible for receiving and processing requests for access to information.

Private Body

The Gifted Consultants (Pty) Ltd

Registration No.

2015 / 149497 / 07



Information Officer	The Director / Head of The Gifted Consultants (Pty) Ltd
Postal Address	70 Buckingham Terrace, 1st Floor Pharos House, Westville, KwaZulu-Natal, 3629
Email Address	info@thegiftedconsultants.com
Telephone	+27 87 265 6714
Website	www.thegiftedconsultants.com

All requests for access to information must be directed to the Information Officer at the contact details above.

PART C: GUIDE ON HOW TO USE PAIA

The South African Human Rights Commission (SAHRC) has compiled a guide on how to use PAIA. This guide is available from the SAHRC:

Organisation	South African Human Rights Commission (SAHRC)
Website	www.sahrc.org.za
Email	PAIA@sahrc.org.za
Physical Address	29 Princess of Wales Terrace, Parktown, Johannesburg, 2193
Telephone	+27 11 877 3600

PART D: RECORDS HELD BY THE GIFTED CONSULTANTS

The following categories of records are held by The Gifted Consultants (Pty) Ltd. Subject to the grounds for refusal set out in PAIA Chapter 4, access may be requested to these records.

D.1 Corporate & Statutory Records

- Memorandum of Incorporation and company registration documents
- Share registers and shareholder agreements
- Board and shareholder resolutions and minutes
- CIPC registration and compliance documents

D.2 Financial Records

- Annual financial statements
- Management accounts and financial reports
- Tax returns, VAT records, and SARS correspondence
- Bank statements and payment records
- Invoices, contracts, and service agreements

D.3 Human Resources & Employment Records

- Employment contracts and offer letters
- Employee personal records (name, ID, contact, banking details)



- Payroll records, salary schedules, and leave records
- UIF, SDL, and PAYE records
- Disciplinary and grievance records
- Training and development records

D.4 Candidate & Recruitment Records

- Candidate application forms and eligibility questionnaire responses
- Curriculum vitae, qualifications, and supporting documentation
- Correspondence with candidates (email and WhatsApp)
- Shortlisting and assessment records
- Placement records and employer correspondence
- Consent forms and data processing records

D.5 Client & Supplier Records

- Client and employer contracts and service level agreements
- Supplier and service provider contracts
- Correspondence with EU placement partners
- Non-disclosure agreements

D.6 Operational & IT Records

- Website policies (Privacy Policy, Terms of Use, Cookie Policy)
- Data processing agreements with third-party processors
- IT security policies and data breach records
- Google Workspace account and communication records

D.7 Legal & Regulatory Records

- Regulatory correspondence and compliance records
- Legal opinions and correspondence with legal advisors
- POPIA compliance records and Information Regulator correspondence
- Court orders or regulatory notices (if any)

PART E: RECORDS AVAILABLE WITHOUT FORMAL REQUEST

The following information is available on our website without requiring a formal PAIA request:

- Privacy & Data Protection Policy
- Terms of Use
- Cookie Policy
- PAIA Manual (this document)
- General company and contact information

We encourage requesters to first check whether the information they require is publicly available before submitting a formal request.

PART F: HOW TO MAKE A REQUEST FOR ACCESS TO INFORMATION

F.1 Form of Request

A request for access to information must be made on the prescribed PAIA request form (Form C — available from the SAHRC website at www.sahrc.org.za or from our Information Officer upon request). The completed form must be submitted to the Information Officer at the contact details in Part B.

F.2 Information Required in a Request

Your request must include:

- Your full name, address, and contact details
- A description of the record(s) you are requesting
- The form in which you wish to receive the record (copy, inspection, etc.)
- The right you are seeking to exercise or protect, and why access is required
- If making the request on behalf of someone else, proof of authorisation

F.3 Request Fees

A request fee may be charged in accordance with the PAIA Regulations. The current prescribed fee is R140.00 (payable prior to processing). A deposit may be required for extensive requests. No fee is charged for requests relating to personal information about the requester themselves.

F.4 Response Times

We will respond to a request within 30 days of receiving it. This period may be extended by a further 30 days in exceptional circumstances, with written notice to the requester. If access is granted, the record will be provided in the requested form subject to payment of any applicable fees.

F.5 Grounds for Refusal

Access to records may be refused on grounds set out in PAIA Chapter 4, including but not limited to:

- Protection of third parties' personal information (PAIA s.63)
- Commercial confidentiality (PAIA s.64)
- Legal privilege (PAIA s.67)
- Records that could endanger the safety or life of an individual (PAIA s.62)
- Records subject to legal professional privilege

F.6 Right to Internal Appeal and Court Application

If your request is refused, or if you are not satisfied with the decision of the Information Officer, you may apply to the court having jurisdiction for relief in terms of PAIA s.78.

PART G: APPLICABLE LEGISLATION

The following legislation is relevant to the activities and records of The Gifted Consultants (Pty) Ltd:

G.1 South African Legislation

- Promotion of Access to Information Act 2 of 2000 (PAIA)
- Protection of Personal Information Act 4 of 2013 (POPIA)
- Companies Act 71 of 2008



- Basic Conditions of Employment Act 75 of 1997
- Labour Relations Act 66 of 1995
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Unemployment Insurance Act 63 of 2001
- Electronic Communications and Transactions Act 25 of 2002 (ECTA)
- Consumer Protection Act 68 of 2008

G.2 International Frameworks

- EU General Data Protection Regulation (GDPR) — Regulation (EU) 2016/679
 - UK GDPR and Data Protection Act 2018
 - California Consumer Privacy Act (CCPA) as amended by CPRA
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PART H: AVAILABILITY & UPDATES

This manual will be updated whenever there is a material change to the company's records, structure, or applicable legislation. The current version is always available at www.thegiftedconsultants.com/paia-manual.

Any person may request a copy of this manual from the Information Officer at no charge.
